Where to Find Help with IRMS

There are a number of TAX resources available online to assist you in the performance of your job. This document lists each IRMS help tool available and what you can find within each tool.

I need to find…	Use…	Which can be found…
• Instructions for navigating and using TAX applications like IRMS and EESMC • Window and field descriptions for TAX applications (including screen shots)	TARP User Guides	E-mail irms.support@tax.virginia.gov for the TARP site address applicable to your office.
• Descriptions of TAX business processes • Steps to accomplish specific TAX related tasks	TARP Procedures	E-mail irms.support@tax.virginia.gov for the TARP site address applicable to your office.
• Forms related to activities with TAX	TARP Forms	E-mail irms.support@tax.virginia.gov for the TARP site address applicable to your office.
• Quick reference resources for use on the job	TARP Job Aids	E-mail irms.support@tax.virginia.gov for the TARP site address applicable to your office.
• Hands-on practice with IRMS tasks	IRMS Training Lessons	Access TAX's Learning Management System (LMS). https://covkc.virginia.gov/tax/external
• IRMS password resets and lock outs	Your Office's Security Administrator	Contact your office's Security Administrator or Alternate Security Administrator. *You need to log into IRMS at least once every 60 days in order for your account to remain active.
• Set-Off processing and administration	TAX's Debt Set-Off Unit	Call: 804-367-8380
• External Entity Secure Message Center (EESMC) questions	TARP User Guides	E-mail irms.support@tax.virginia.gov for the TARP site address applicable to your office.
• IRMS specific questions and issues not found in other TAX resources	IRMS Support Mailbox	E-mail irms.support@tax.virginia.gov

IMPORTANT! IRMS will not launch properly if you currently have a pop-up blocker enabled in your Internet browser. Please contact your local Help Desk/IT Support personnel for assistance with disabling your pop-up blocker.